

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	
)	
McIlwaine et al.)	
)	Art Unit: Unassigned
Serial No.: Filed Concurrently Herewith)	
)	Examiner: Unassigned
Filing Date: Unassigned)	
)	
Title: Method and System for Delivery of)	
Individualized Training to Call)	
Center Agents)	

PRELIMINARY AMENDMENT

Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Sir:

Please enter the following preliminary amendments as shown below.

AMENDMENT

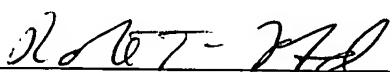
In the Specification

Please add the following claim to priority at line 5 of page 1 of the application filed herewith.

RELATED APPLICATION

The present application is a continuation of and claims priority to U.S. application entitled Method and System for Delivery of Individualized Training to Call Center Agents, filed July 18, 2002, having Serial Number 10/198,019, which is a continuation of U.S. Patent No. 6,459,787, filed September 10, 2001, entitled Method and System for Delivery of Individualized Training to Call Center Agents, which is a continuation of U.S. Patent No. 6,324,282, filed

I hereby certify that this correspondence is being deposited with the United States Postal Service as Express Mail with Express Mail No. EV 242852490 US addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on February 24, 2004.


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